

MS ACCESS FAQ

STANDARD FAQ:

How do I initiate the request for MS Access?

Complete Microsoft Access Request Form and fax into ESD numbers included on the form so that a remedy ticket will be created to track the requests.

Where do I get the Microsoft Access Form?

Obtain Microsoft Access Request Form from ITSB or your Customer Advocate.

Do I need to fill the form out in its entirety?

Yes, missing/incomplete data such Database name, location, operational need will only delay the review process from starting by SDI/ITSB.

I have multiple users using the same database, how should I proceed?

The database owner should submit the request with all the required information. Once the remedy ticket has been created, have an excel sheet identifying the individuals UserID's who require MS Access.

How long will it take IT Security / SDI to perform the review?

5 business days is the current goal.

FORM FIELD FAQ:

What does the field "*Database Requested*" require?

This must specify the database name.

What does the field "*Database Location*" require?

This must specify the full UNC or file path to the database.

Example: \\SERVERA\SHAREB\Folder1\SubFolder2\Database_A1.mdb

What does the field "*Database Version*" require?

This must specify the version of Access the database is stored in.

What does the field “MS Access Version” require?

This must specify the version of Access to be used (Assuming Access 2007)

What does the field “Brief Statement of the Operational Requirement” require?

Answer needs to address minimally the following topics/concerns:

- What purpose does it serve?
- What kind of data is contained within?
- How many users use it?
- Frequency of use?
- How does this support your mission?
- Who is the database administrator?
- Impact without it?
- Some of this information may need to be collected from the person(s) who maintains the database; it would be nice to have their name mentioned as well. As SDI/ITSB may have some questions directed to the maintainer.

I. Definitions

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| A. ESD | Enterprise Service Desk |
| B. FEMA | Federal Emergency Management Agency |
| C. IT | Information Technology |
| D. ITSB | IT Security Branch |
| E. MS | Microsoft |
| F. SDI | Software Development & Integration |
| G. UserID | User Identification |